



# ***NEWS RELEASE***

**FOR IMMEDIATE RELEASE: June 3, 2005**

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## **Department of Consumer Affairs Bureau of Automotive Repair Helps Former M2 Collision Centers Statewide Get Back in Business**

### *Bureau Issues New Registrations for Most Shops in Just 1-2 Days*

SACRAMENTO -- The California Department of Consumer Affairs' Bureau of Automotive Repair (BAR) got down to business to help former M2 Collision Center shops statewide get back in business, with speedy issuing of registrations to new owners of the auto body repair facilities.

After 27 M2 Collision Centers shut down for business reasons in late April, BAR assisted consumers who had cars locked up inside the facilities. Bureau staff handled consumer calls and helped coordinate assistance. With help from the auto insurance companies, and BAR's issuance of auto repair dealer registration to new owners of M2 shops, vehicles have been returned to their owners.

BAR has now issued new registrations to 21 of the 27 shops formerly operated by M2 statewide. In most cases, registrations were issued in 1-2 days. One additional application is pending, while applications for the remaining five shops have yet to be received, according to Bureau Chief Richard Ross.

BAR expedited the licensing process because of the urgent need to assist the many car owners whose vehicles were at former M2 shops awaiting repairs. Completion of the vehicle repairs could not begin until a valid automotive repair dealer's registration was issued.

The Bureau of Automotive Repair has more than 63,000 licensees, including auto repair shops, Smog Check stations and technicians. It handles more than 20,000 consumer complaints annually. Last fiscal year, the Bureau helped to get \$4.9 million in refunds, rework and adjustments for consumers.

For additional information on auto repair, the Smog Check program and other resources for consumers and auto repair businesses, visit the bureau's Web site, [www.autorepair.ca.gov](http://www.autorepair.ca.gov).

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